

Informatics

Monthly Operating Letter

City of Westfield



**October
2010**

Informatics Monthly Report – October 2010

Technical Services

- Helpdesk
 - 131 tickets created in October
 - 106 tickets resolved
 - 13 are invalid/duplicate
 - 5 are currently in progress
 - 7 have not been started
 - 1 are waiting on the requestor
 - ***See Attached - Figure 1 for breakdown based on tickets created per department***
 - ***See Attached – Figure 2 for helpdesk tickets created Jan. – Oct. 2010***
- *Technical Operations Projects created in October – (current status)*

Professional Services

- **Field Services**
 - **Tim located 594 tickets**
- **GIS**
 - Leane attended HAGTAG meeting in Noblesville.
 - Derek created two snow plow maps for Chad Spitznagle.
 - Leane created a map for the parcels affected along the Monon trail.
 - Leane and Derek attended “What’s new in ArcGIS 10”
 - Upgraded the software to Trimble Access on our two survey grade GPS units
 - Brent upgraded all GIS users to ArcGIS 10.
 - Leane and Melody were accepted to present the Trail Emergency Markers at the Indiana Park and Recreation State Conference.

HIGHLIGHTED PROJECTS:

- *Sponsored Projects – In Production in October*
 - Windows 7 OS on Teresa Skelton’s computer
 - Sam and Derek installed and trained Teresa on Windows 7 operating system

Acquisitions >\$100: *See Attached – Figure 3 for breakdown based on fund*

10/5/2010	Summerland Consulting	Services-Contractual	\$43,200.00
10/7/2010	Egov	Services-Contractual	\$636.35
10/7/2010	Egov	Consulting	\$2,281.25
10/12/2010	Fifth Third	Computer/Equipment	\$357.50
10/12/2010	Fifth Third	Software-Licensing	\$161.98
10/13/2010	AT&T	Software-Licensing	\$8,123.54

10/14/2010	IGIC	Subscriptions-Dues	\$200.00
10/15/2010	Westfield Connects	Services-Contractual	\$1,200.00
10/15/2010	Robert Half Technology	Consulting	\$1,468.50
10/15/2010	Robert Half Technology	Consulting	\$2,223.00
10/15/2010	GovConnection	Software-Licensing	\$32,562.00
10/15/2010	GovConnection	Computer/Equipment	\$5,153.71
10/15/2010	GovConnection	Software-Licensing	\$5,294.00
10/15/2010	GovConnection	Computer/Equipment	\$2,557.00
10/15/2010	Compsat Technology	Services-Contractual	\$8,500.00
10/15/2010	GovConnection	Software-Licensing	\$1,050.00
10/19/2010	Robert Half Technology	Consulting	\$1,824.00
10/25/2010	GovConnection	Computer/Equipment	\$217.00
10/25/2010	Summerland Consulting	Software-Licensing	\$17,429.00
10/27/2010	Robert Half Technology	Consulting	\$2,280.00
10/27/2010	GovConnection	Computer/Equipment	\$323.00
10/27/2010	GovConnection	Computer/Equipment	\$1,148.68

Volunteerism:

- Leane spent 5.5 hours mentoring youth
- Derek spent 4 hours creating display boards for the future sports complex

Figure 1.

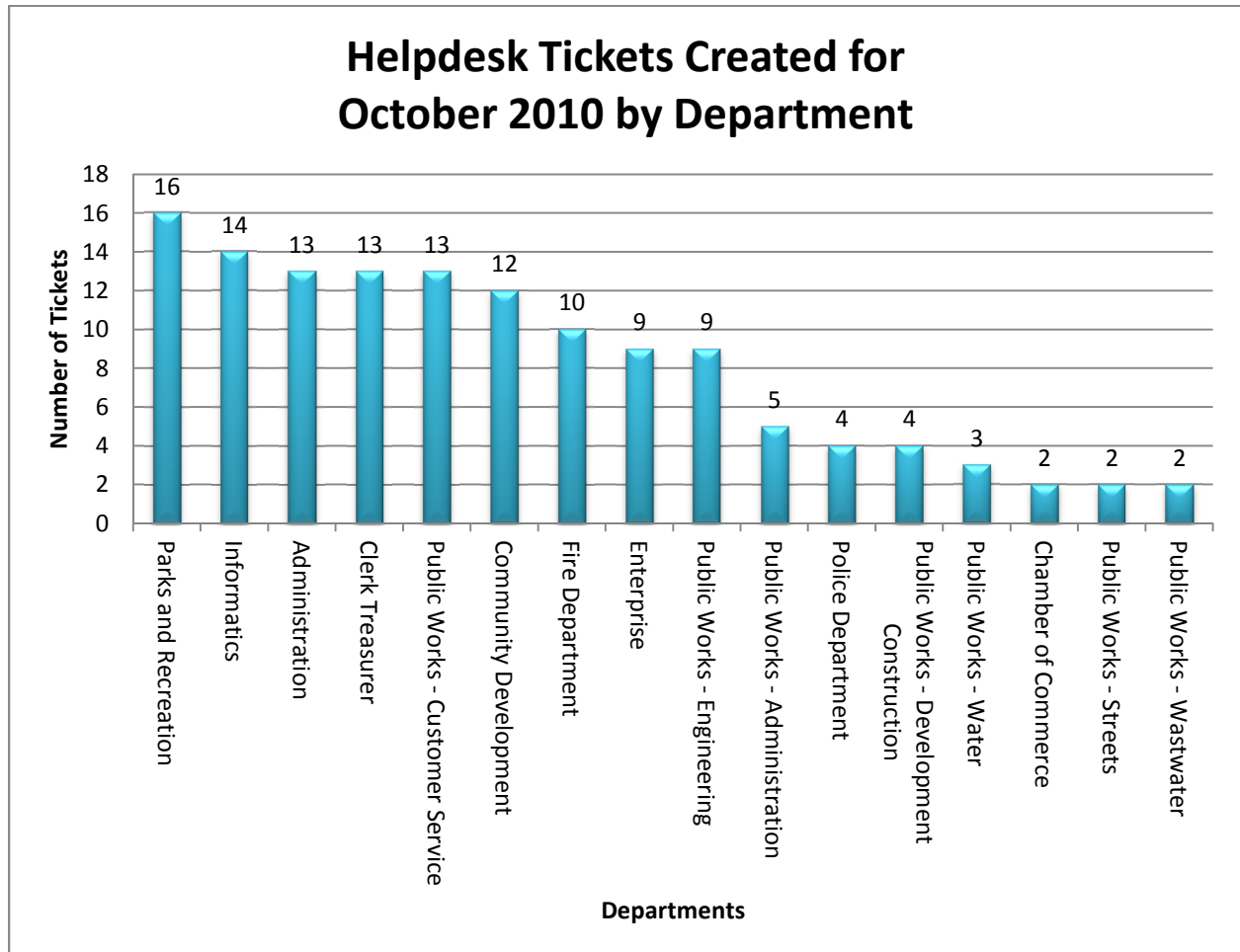


Figure 2.

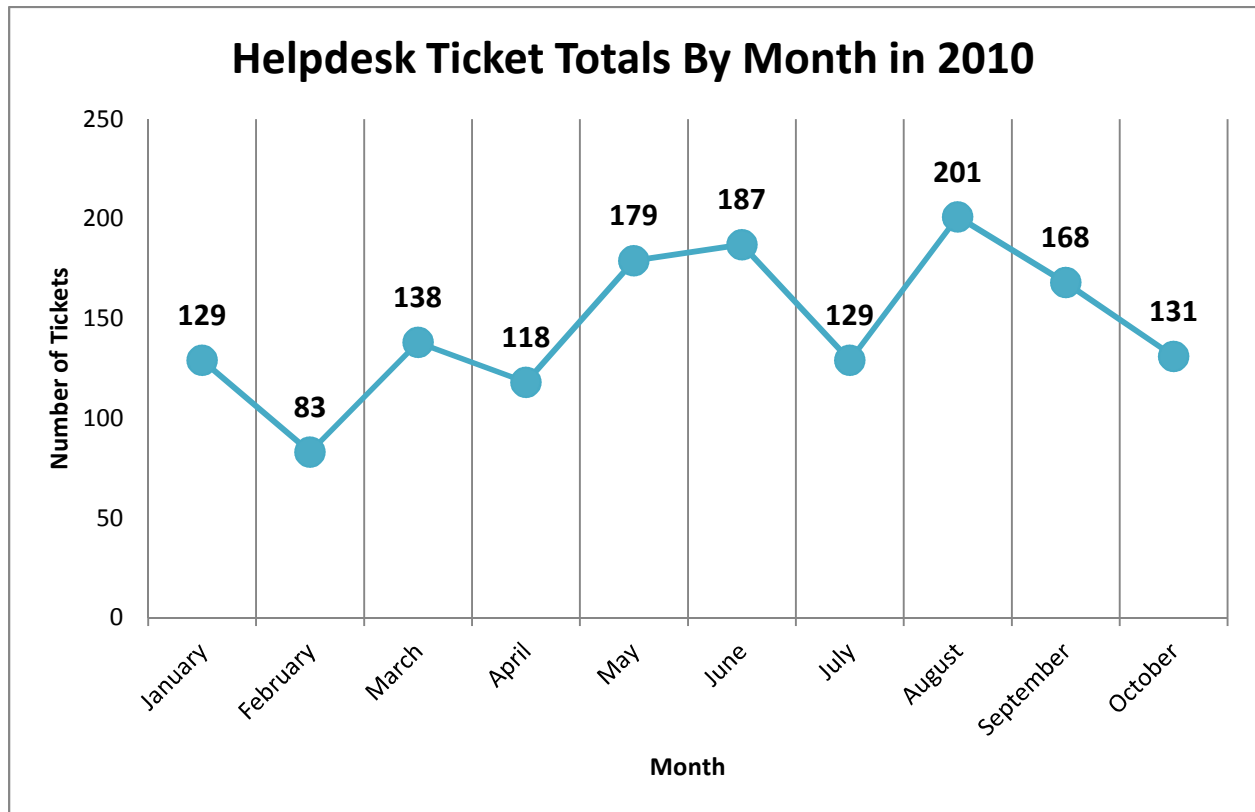


Figure 3.

